



# PUBLIC SERVICES

Accomplishments and Objectives | Fiscal Year 2016 - 17



# UTILITY ADMIN

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611-5711

## ACCOMPLISHMENTS FOR FY2016

- Initiated a multi-phased evaluation and assessment of the sanitary sewer collection system to identify needed repairs and rehabilitation.
- Completed all TCEQ and NTMWD reporting requirements.
- Engineering and design for replacement of the 917,000 gallon ground storage tank at Nortex.
- Began systematic recording of assets in GIS system for improved management of utility infrastructure, record keeping, and data retrieval.

## OBJECTIVES FOR FY2017 AND BEYOND

- Complete initial phases of the system-wide sanitary sewer assessment. Ultimate goal is to identify long-range rehabilitation needs.
- Bidding and construction of the Nortex ground storage tank.
- Residential water meter replacement program.
- Long-term goal to create a Storm Water Utility to fund needed maintenance and rehabilitation to storm water conveyances.

**EXISTING  
NORTEX STORAGE TANK**





# WATER UTILITIES

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611-5712

## ACCOMPLISHMENTS FOR 2016

- Began recording GPS coordinates for water assets.
- Performed meter testing on large meters, four inches and greater.
- Continue water valve maintenance program with newly-acquired valve-operating machine.
- Made arrangements with NTMWD to remove abandoned infrastructure at their plant site.
- Installed Toughbook tablets in supervisory vehicles.

## OBJECTIVES FOR FY2017 AND BEYOND

- Acquisition of additional employees and equipment.
- Replace an existing 6-yard dump truck with a 12-yard dump truck to increase efficiency.
- Replace an existing backhoe trailer.
- Replace 6-inch ductile iron water line in alley between South Ballard and South First Street with new 8-inch PVC water line.

**WATER TAP INSTALL**



# WASTEWATER UTILITIES

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611-5714

## ACCOMPLISHMENTS FOR FY2016

- Performed systematic camera inspections and jetting of main lines as a preventive maintenance measure.
- Initiated commercial grease trap inspections to maintain system integrity by preventing grease accumulation in main lines.
- Performed 649 worker-hours of wastewater line maintenance and repair and 131 worker-hours of lift station maintenance.

## OBJECTIVES FOR FY2017 AND BEYOND

- Replace two pumps at the Harvest Bend Lift Station.
- Initiate a smoke testing program and continue performing inspection of clean-outs and manholes for missing caps and improperly-fitting lids for prevention of inflow and infiltration..
- Continue to perform grease trap inspections at commercial sites.
- Perform public outreach and education to inform utility users about the importance of preventing Fats, Oils and Greases (FOG) from entering the collection system.
- Participate in the Sanitary Sewer Assessment and development of the CMOM program.





# STREETS

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100-5411

## ACCOMPLISHMENTS FOR FY2016

- Continued asphalt and concrete street repairs as needed to streets, alleys, curbs, and gutters.
- Continued repairing and installing sidewalk panels at various subdivisions as part of the A.C.T.I.O.N. Plan Program.
- Began recording storm water assets into the GIS database.
- Continued storm water infrastructure maintenance (i.e., clearing drainageways and channels, cleaning storm water inlets, and public education/participation).

## OBJECTIVES FOR FY2017 AND BEYOND

- New Signal Technician position to maintain the City-owned traffic lights (currently nine intersections), school zone equipment, traffic signs and markings.
- Obtain an additional Equipment Operator to establish another functioning crew to allow work on multiple projects at the same time.
- Acquire a replacement backhoe and trailer.

**NORTH WINDING OAKS  
CONCRETE REHAB**





# WYLLIE REC CENTER

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112-5625

## ACCOMPLISHMENTS FOR FY2016

- Improved customer service, guest experiences, and facility offerings by adding a full-time Recreation Programmer to oversee the front desk directly and cover more evening hours. Increased Guest Service Specialist hours by adding TMRS benefits.
- Enhanced Guest experiences by upgrading barcode scanners. The new scanners can scan barcodes from mobile devices. Check in experiences improved by adding a mobile scanning station during peak hours.
- Enhanced Guest online registration experiences and front desk experiences by absorbing the online transaction fees. Guests now pay online what they pay at the front desk. This encourages the convenience of online registration and improves wait time at the front desk.
- Improved Rec Pass Holder experiences by modifying the Rec Pass fees to include a more competitive one-month rate and increase the number of household family members on a family pass from four to six.
- Enhanced Rec Pass Holder experiences by replacing fitness equipment with internet-capable equipment and wiring.

## OBJECTIVES FOR FY2017 AND BEYOND

- Exceed guest expectations for customer service and offerings by continuing to upgrade fitness equipment and staffing levels for peak patron usage.

**OPEN PLAY  
BASKETBALL**



# SR. REC CENTER

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112-5613

## ACCOMPLISHMENTS FOR FY2016

- Enhance Guest experiences by adding TMRS to the Guest Services Specialist positions, allowing them to work more hours, assist with programming, administrative tasks, and expand our offerings to Guests.
- Enhance Guest experiences by adding new equipment including computer lab station with two computers, tables, chairs, and elliptical to accommodate multiple ability levels and activities.
- Enhance Guest experiences after hail storm by maintaining normal programming at Wylie Rec Center, Wylie Library, and Waterbrook Church.

## OBJECTIVES FOR FY2017 AND BEYOND

- Enhance Guest experiences by getting seniors back into the Senior Recreation Center building and seeing that all repairs have been completed.
- Enhance Guest experiences with additional and larger program offerings based on need and request.



**FITNESS AREA**





**GLOW IN THE PARK  
DURING BOO ON  
BALLARD**

# BART PEDDICORD COM CENTER

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112-5615

## ACCOMPLISHMENTS FOR FY2016

- Continued offering exceptional customer experiences and rental space for non-profit meetings and private events.
- Hail storm recovery efforts. Staff worked quickly and efficiently to secure and prevent further damage to the facility. Displaced rentals and staff offices were relocated.

## OBJECTIVES FOR FY2017 AND BEYOND

- Re-open building for operations, special events, and public use.
- Continue to minimize budgetary impact while continuing to provide desirable meeting and party rental space.





# BROWN HOUSE

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112-5617

## ACCOMPLISHMENTS FOR FY2016

- Prepared office and staffing for the opening of the recreation facility. Continued to develop policies and guidelines.
- Opened the house to public hours allowing for self-guided tours, scheduled group tours, photography sessions, and private events.
- Participated in downtown special events: Boo on Ballard/Magic Week, Christmas Open House during Wylie Arts Festival, and Bluegrass on Ballard.
- Hail storm recovery efforts. Staff worked quickly and efficiently to secure and prevent further damage to the facility. Displaced rentals and staff offices were relocated.

## OBJECTIVES FOR FY2017 AND BEYOND

- Re-open building for operations, special events, and public use.
- Explore opportunities to enhance and expand the facility's function and availability.
- Enhance Recreation efficiency and customer experiences by connecting to the fiber ring.

**DECORATED FOR  
BLUEGRASS ON  
BALLARD**



# REC ELS REQUESTS

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## WYLIE RECREATION CENTER 112-5625

- Administrative Assistant
- Exergame Interactive Projection Game

## SENIOR RECREATION CENTER 112-5613

- Administrative Assistant
- Desktop Computer for the Guest Service Specialist Position
- Adaptable Fitness Strength Tower
- Cement Patio/Walkway and Ramp Improvement
- Update Look of Facade with Resurfacing
- Replacement Bus

## BROWN HOUSE 112-5612

- Fiber Ring Connection and City Network Access

**URBAN  
ADVENTURES CAMP**



# 4B PARKS

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112-5614

## ACCOMPLISHMENTS FOR FY2016

- Replaced several aging trucks and pieces of heavy equipment in the Parks Division fleet. Continued quality maintenance to the City's parks, open spaces, playgrounds, athletic fields, and public buildings.
- Acquired new equipment which enabled us to improve work practices in such areas as excavation, irrigation repair, and material handling.

## OBJECTIVES FOR FY2017 AND BEYOND

- Identify new development opportunities at existing parks and dedicated park land.
- Continue providing quality maintenance of parks and open spaces.
- Expand and improve maintenance practices and efficiency through the use of new equipment.
- ELS Requests:
  - Update of Parks, Recreation, and Open Space Master Plan
  - Articulated Tractor with Edger
  - Skid Steer Loader
  - Infield Grooming Machine
  - Drop-style Topdresser
  - Playground for Creek Hollow Subdivision





# PARKS – GENERAL FUND

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100-5511

## ACCOMPLISHMENTS FOR FY2016

- Renewed our Tree City USA designation.
- Continued quality maintenance to the City's parks, open spaces, playgrounds, and athletic fields.
- Provided football, baseball, softball, and soccer fields for over 5,900 youth players.
- Replaced aging playground equipment at Olde City Park.
- Installed additional playground equipment at Creekside Estates Park.

## OBJECTIVES FOR FY2017 AND BEYOND

- Perform and update to the Parks and Open Space Master Plan.
- Maintain the quality of maintenance to the City's parks, open spaces, playgrounds, and athletic fields.
- Continue working with local sports associations on field and infrastructure improvements.
- ELS Requests:
  - Upgrade two Maintenance Worker Positions to Maintenance Worker II
  - Upgrade Technician to Equipment Operator
  - Irrigation Technician – Athletics
  - Crew Leader – Athletics
  - Administrative Assistant

**SAGE CREEK  
TRAIL**





THANK YOU